

# IDAHO ENTERPRISE SERVICES OVERSIGHT COMMITTEE

## OFFICIAL MINUTES

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October 7, 2009

A meeting of the Idaho Enterprise Services Oversight Committee (ESOC) was held on this date in Department of Administration's Conference Room 155, 650 West State Street, Boise, Idaho. The meeting was called to order at 2:00 p.m.

### **Members Present:**

Steve Wilson, State Tax Commission, Committee Chairman  
Shannon Barnes, Idaho Department of Transportation, Committee Co-Chairman  
Brad Alvaro, Department of Correction  
Becky Barton-Wagner, Department of Insurance  
Carla Casper, Department of Administration  
Tom Peterman, Office of the State Controller  
Greg Zickau, State CTO and Ex-Officio Member

### **Others Present:**

Eric Beck, Idaho Department of Labor (attending for John McAllister)  
Bob Hough, Office of the State Controller  
Scot Maring, Department of Administration  
Fred Woodbridge, Department of Administration

## **Approval of Minutes**

**MOTION:** Shannon Barnes moved and Eric Beck seconded that the Committee approve the minutes of the September 2, 2009, Idaho Enterprise Oversight Committee meeting as written. The motion passed.

## **Read Only Domain Controllers**

Fred Woodbridge presented that the original ICS designed was to consolidate and not have domain controllers in the field. However, when domain controllers are pulled from remote offices, connectivity is affected and applications slow down to a non-productive level. Microsoft's answer is to increase the bandwidth, which is not feasible, or use Read Only Domain Controllers (RODC), which were not available when the ICS system was designed. RODC are like a Read Write Domain Controller (RWDC), enabling the user to log in and authenticate, but does not have to traverse the WAN back to Boise. A RODC is more secure than a RWDC; if compromised, access to active directory is not possible. An issue with RODC is that it requires Windows Server 2008, which requires a new license, and requires 64-bit hardware, which was not planned in the budget.

Fred also said that while the initial login across the WAN is good for 8 hours, some applications require frequent authentication, which is a problem. Problems could also develop if the connection breaks between the local office and the RWDC.

In Fred's opinion, not all locations will require a RODC and other options could possibly speed up remote users. Steve Wilson said the Tax Commission will test these options and report the results to the committee next month.

## **Performance Measures Review**

Shannon Barnes presented that the committee is responsible for the reviewing performance measures of enterprise services to validate that they are working or to highlight problems for resolution. Measures have been developed and cover service availability, customer satisfaction, response time, and change management. When asked when these performance measures will be available to the committee, Carla Casper responded that OCIO still needs to develop reports in its service desk tool to obtain the metrics. A timeline for this action will be available at the next meeting.

Decision was made that a review of earlier planning was needed to confirm if the committee is doing what it said it would do. The following tasks were assigned and the results will be presented at the next meeting:

- Shannon Barnes will review the Security Policy document.
- Carla Casper will review the Active Directory Design document.
- Becky Barton-Wagner will review the Service Agreement document.
- Steve Wilson will review the Policies and Procedures document.

## **Agency Migration Update**

Carla Casper presented that 34 agencies have migrated to date for a total of over 800 mailboxes. The latest agencies to migrate were the Office of the Governor, Office of the

Lieutenant Governor, Division of Financial Management, and Division of Human Resources. While there were initially issues with some applications, everything is now performing well.

The Department of Insurance is scheduled to migrate the third week of October. The Tax Commission is scheduled to migrate beginning the last week of November. The Tax Commission will be the largest agency so far to migrate with over 700 mailboxes. There are seven agencies yet to migrate in Phase I.

## **Draft MOU for OU Admins**

Tom Peterman presented a draft MOU for input. Once the final draft is completed, it will go for legal review. Steve Wilson reported that he had provided the MOU to the Division of Human Resources for review and input. They had no concerns with the draft or with the penalty section, but did question if the penalty section applies to vendors.

After much discussion, it was decided that vendors must also sign and abide by the MOU. Tom Peterman will insure that all references to vendors throughout the document are consistent. So that OU Admins are aware, he will also add information on the requirements that Domain Admins must follow.

## **Technical Support Options - Dell**

When options were discussed at previous meetings on how to get immediate, high-level assistance in case of an ICS emergency, Tom Peterman had been tasked to research what Dell had to offer. He presented a Statement of Work (SOW) from Dell. In summary, the SOW called for a minimum of one week's time for any level of support and did not address the emergency support assistance we wanted.

Shannon Barnes said both Tech Systems and CRI Advantage had not provided a valid response either. Carla Casper stated that in the event of an emergency, we can still call and get support from Microsoft on a cost per incident basis.

## **Services Portfolio/Consolidated Services Planning**

Shannon Barnes presented that while the focus has been on consolidated messaging, when ITRMC formalized this committee, the mission given was to oversee the development and operation of high quality, reliable statewide enterprise IT services provided by the Department of Administration (ADM). The question that the committee must answer then is what other services are appropriate for the committee to overwatch.

Decision was made that all IT services currently offered by the ADM, as well as future services that make sense from the enterprise perspective, will be reviewed at the next meeting or possibly at a special meeting to be called. Possible future services include Internet/Firewall, Wireless, Idanet Replacement, VPN, Security, Disaster Recovery, and Project Management.

## **Operational Requirements for New Services**

Shannon Barnes presented that the committee must have a proactive way to provide guidance on our expectations to agencies that may create an enterprise service that could come under the committee's oversight. We need the ability to ensure they meet our criteria and follow our processes, such as our ITIL processes and performance metrics.

The decision was made that Steve Wilson and Shannon Barnes will prepare a one-page fact sheet on our established processes, to include baseline requirements and expectations, for review at the next meeting.

## **Release Management Update**

Carla Casper presented that the Operations Team is just a couple of weeks from completing the Release Management Process for the ICS system. While Release Management greatly applies to software development, it is a key component of Change Management. The question presented to the group was what processes should the team create next? She recommended Configuration Management. She also stated that the Department of Transportation is currently working on Capacity Management and Asset Management.

The decision was made that an agenda item for the next meeting would be to review processes and decide which one the Operations Team should create next.

## **Newsletter Update**

Landis Rossi was not available to present, but had provided a draft newsletter for discussion. The decision was made that all committee members need to review and provide input to Scot Maring by Friday, October 9. He will consolidate the input, create a final draft, and provide to Teresa Luna, ADM Chief of Staff, for review and approval. Once finalized, the newsletter will be distributed.

## **New Business**

There was no new business.

## **Adjournment**

The meeting was adjourned at 3:40 p.m.

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Steve Wilson, Chairman  
Idaho Enterprise Services Oversight Committee

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Scot R. Maring, Project Coordinator  
Department of Administration